

## **Adoption & Outcome Specialist**

### **Position Summary:**

The primary responsibility of the Adoption & Outcome Specialist (AOS) is to facilitate the adoption and outcomes of our cats and kittens. This includes but is not limited to traveling between facility locations, working with the general public, training volunteers, scheduling appointments, scheduling volunteer shifts, assisting with onsite cat care, and assessing the behavioral needs of cats. The AOS will work closely with our Operations Manager to ensure that annual goals are met. The ideal candidate will have customer service experience, be detail-oriented, and enjoy working with both people and cats.

### **Essential Duties / Responsibilities:**

- Responsible for daily adoption tasks, which includes monitoring the adoption email and communicating with potential and past adopters.
- Using the ShelterLuv database.
- Responsible communicating with the adoption team, which includes volunteer adoption counselors.
- Coordinates and assists with off site adoption events.
- Assists with cat population management onsite.
- Feeding, cleaning and general husbandry of onsite cats.
- Assist in training/leading volunteers for onsite husbandry and shift coverage.
- Provides enrichment for on site cats and assists with developing behavioral lesson plans.
- Transport to and from adoption events, and spay/neuter clinics, when needed.
- When applicable, provide adoption stories, videos, and/or photos of relevant cases for social media.
- Other duties as needed.

### **Expectations:**

- Keeping your work area clean and organized.
- Ability to stay organized while traveling between multiple locations.
- Meeting or exceeding the operational/adoption goals in addition to personal goals created for the department.
- Maintain a professional demeanor and appearance at all times with staff, volunteers and members of the communities.
- Advocate for Kitty Bungalow values with shelters and rescue groups.

### **Skills / Experience:**

- High School Diploma or the equivalent required
- People skills are a must. This position requires a person to be friendly, informative, engaging, enthusiastic, professional, and above all else, courteous to our volunteers, adopters, partners, and the general public.
- Self-starter with the ability to work independently and use good judgment within established guidelines.
- Knowledge of fear free cat handling is preferred, but not required.
- Communicate effectively both orally and in writing.
- Comfortable with using a computer and basic programs (GSuite, Email, Excel, etc).
- Bilingual - Fluency in English/Spanish is required.

**Physical Requirements:**

- Must have a valid driver's license, access to transportation, and a driving record that meets our insurance provider's requirements.
- Must be able to work a flexible schedule, including split shifts and irregular hours, which may include early morning, late evening hours, weekends and holidays.
- Must be able to lift up to 50 pounds, including loading and unloading of animals.
- Ability to be around cats in closed quarters for extended periods of time.
- Bend, stoop, reach, climb, twist, crawl, stand and walk for extended periods of time, etc.

*This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.*

Please send cover letter and resume to Megan at [megan@kittybungalow.org](mailto:megan@kittybungalow.org)

Position: Adoption & Outcome Specialist

Full time and part time positions available

Pay \$16.04-\$18.00/hour

Reports to: Operations Manager

Deadline to apply: Open until filled

Location: Mission Hills Facility

Classification: Non-exempt